| **Table 7b:** Letters and SMS—Centrelink, Medicare and Child Support - Online letters | | | |
| --- | --- | --- | --- |
| **Online letters** | **2011–12** | **2012–13** | **% change** |
| Centrelink | 19,407,508 | 31,724,995 | +63.5 |
| Medicare2 | NA | NA | NA |
| Child Support | 1,792,407 | 1,936,315 | +8.0 |

2. Letters requested via Medicare Online Services for consumers are sent to a person’s mailing address.